

Appendix D

Dispute Resolution Process

General

SBC's organization responsible for the processing and resolution of per call compensation disputes consists of four managers who are responsible for:

- Manager - ANI Disputes, ANI Reports, Fraud
- Manager – Aggregator Administration and Implementation
- Manager – Monthly reports, Payment Processing, Refunds
- Manager – CLEC PSP Compensation, SNET PSP Comp
- Senior Project Manager – CLEC Disputes

A “Scheduler” function is rotated monthly among the first four managers. The Scheduler is responsible for ensuring that logs are current and performs a monthly accuracy review. Additional resources are also available to the managers to assist with dispute data collection and analysis.

Process Description

Process Initiation

Payphone compensation disputes initiated by PSPs are received by SBC in the following ways:

- A Hotline (866-556-5055)
- Email (PCCDISPUTE@sbc.com)
- U.S Mail
- Direct emails to the Associate Director's group
- Direct Telephone calls to the Associate Director's group
- From account teams or the service center

The majority of disputes are initiated over the Hotline, although email is the preferred communication tool. All disputes are logged.

Identification and Scope

Information relative to the dispute is assembled and includes the PSP/CLEC name, the period of time in question (e.g. 2Q2004 or February 2004) contact information, and an explanation of the dispute.

Assignment

The scheduler assigns the dispute to one of the four managers based on the dispute type and nature of the PSP and enters this information in the log. Although each manager is responsible for specific areas, all managers routinely address general questions regarding the compensation rate, location of credits on the bill, etc.

Verification of Initial Information

Once the dispute is received, the appropriate manager verifies that the PSP is a valid entity to submit a dispute. If necessary, the manager requests any additional information in support of the dispute and then proceeds to contact the PSP.

Initial Contact with PSP by Assigned Manager

The assigned manager contacts the customer and attempts to resolve the issue at this point. For example, if the dispute regards the PSP not being able to locate PCC credits on its bill, the manager attempts to resolve the issue by first clarifying regional processes with the PSP such as where the credits appear on the bill and the timing of bill credits.

If the dispute cannot be resolved at this juncture, the manager informs the PSP of SBC's internal 30-day investigation and resolution period. Additional information may be requested as needed. If the dispute is resolved, it is closed at this point and entered in the log. If not, additional information may be needed to address the dispute.

Research and Analysis

When more information is required, the assigned manager sends the detailed dispute with a list of ANIs to the technical team. The technical team researches the data submitted by the PSP in order to determine if compensation was correctly paid.

Results

The results of the technical team's research are returned to the requesting manager at which point the manager contacts the PSP, explains the findings and discusses any subsequent actions, if any.

Resolution

If applicable, detailed findings are returned to the PSP via email. If the PSP has no email access, U.S. mail is used. The final resolution is logged.